

TSC Category	Customer and Passenger Services					
TSC	Service Information and Results					
TSC Description	Acquire and analyse data and information to enhance the organisation's service performance					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-CEX-1011-1.1		ATP-CEX-3011-1.1			
	Acquire information and develop networks relevant to an organisation's industry		Manage service quality and customer satisfaction in an organisation and monitor service performance levels			
Knowledge	<ul style="list-style-type: none"> Types of information relevant to the industry in which the organisation operates in Industry or sector in which the organisation operates in Internal and external trends in the industry or sector Methods to analyse impact of internal and external trends on the industry in which the organisation operates in Types of networks relevant to the organisation's industry 		<ul style="list-style-type: none"> Importance of organisation's service standards Types of service performance gaps Methods to communicate the organisation's service performance to the team Platforms to motivate service team to uphold organisation service standards Methods to motivate team to achieve service excellence Methods to monitor effectiveness of actions taken 			
Abilities	<ul style="list-style-type: none"> Gather information relating to the industry in which the organisation operates in Analyse impact of internal and external trends on the organisation Monitor internal and external trends relevant to the industry in which 		<ul style="list-style-type: none"> Recognise the importance of organisation's service standards in attaining service excellence Assess gaps between actual service performance and organisation's service standards 			

SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

	the organisation operates in		<ul style="list-style-type: none">• Communicate service performance levels to motivate team to achieve service excellence• Monitor service performance levels for effectiveness of actions taken			
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